

COMMONWEALTH OF VIRGINIA



Information Technology Resource Management

WEB SITE STANDARD

Virginia Information Technologies Agency (VITA)

ITRM PUBLICATION VERSION CONTROL

ITRM Publication Version Control: It is the user's responsibility to ensure they have the latest version of this ITRM publication. Questions should be directed to the Associate Director for Policy, Practice and Architecture (PPA) at VITA's Strategic Management Services (SMS). SMS will issue a Change Notice Alert, post it on the VITA Web site, and provide an e-mail announcement to the Agency Information Technology Resources (AITRs) at all state Agencies and institutions as well as other parties considered by PPA to be interested in the change.

This chart contains a history of revisions to this ITRM publication's revisions.

Version	Date	Purpose of Revision
Original	11/04/2005	Base Document
Revision 1	04/11/2007	Facilitate initiatives to improve citizen access to Virginia's online government services, through implementation of a statewide enterprise search capability and deployment of a common banner with enterprise navigation across state Web sites.

PREFACE

Publication Designation

ITRM Standard GOV106-01

Subject

Web Site Standard

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April 11, 2007

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June 1, 2007, except for Section 3.1.11 "Agency Banner;" compliance due by October 1, 2007

Supersedes

ITRM Standard GOV106-00
Effective: November 4, 2005

Scheduled VITA Review

Every two years.

Value Statement

Implementing this Standard has several advantages for the Agency that will also benefit the Web site visitor. The Agency will benefit from reduced maintenance cost by avoiding dependence on a unique provider and proprietary formats, while gaining the advantage of the backward- and even forward-compatibility. Search engine time will be reduced and creating new content will be easier and more economical. Additionally, an accessible Web site broadens an Agency's potential audience and makes it much more usable for everyone.

Authority

Code of Virginia, §§ 2.2-2005 – 2.2-2032.

(Creation of the Virginia Information Technologies Agency; "VITA"; Appointment of Chief Information Officer (CIO))

Code of Virginia, §2.2-2007.

(Powers and duties of the CIO)

Code of Virginia, §2.2-2457; §2.2-2458

(Powers and Duties of the Information Technology Investment Board; the "Board")

Code of Virginia §2.2-3803

(Administration of systems including personal information; Internet privacy policy)

Code of Virginia, § 2.2-2012

(Procurement of Information Technology and Telecommunications Goods and Services; Computer

Equipment to be based on Performance-based Specifications)

Code of Virginia, § 2.2-3500 et seq.

(Information Technology Access Act: Assurance of Non-visual Access for the Blind and Visually Impaired)

Code of Virginia, § 51.5-1 et seq.

(Virginians with Disabilities Act)

Scope

This Standard is applicable to all Executive Branch state agencies (hereinafter collectively referred to as "Agency") that are responsible for supporting a Web site with the Commonwealth. The Web Site Standard applies only to Internet Web sites that are publicly accessible. It does not apply to intranets or extranets. Intranets and extranets must still adhere to the Accessibility Standard (GOV103-00). Agencies that are exempt from implementing Section 3.1 Template Requirements of this Standard are: Virginia Tourism Corporation, The Library of Virginia, museums, and institutions of higher education. However, they are encouraged to participate and must still implement Section 3.2 Portal Requirements of this Standard and the requirements of the Accessibility Standard (GOV103-00). This Standard is offered to local government entities as guidance and is to be used only at their discretion.

Purpose

This Standard informs Agency staff of opportunities for better meeting strategic and tactical information technology development objectives. The setting of this Standard for Web site information technology architecture components is done to comply with initiatives, which, in part, have been passed to encourage greater efficiencies and effectiveness in the use of technology to accomplish government business. This Standard identifies an accessible and useable template and a set of requirements for all Agencies to implement on their Web sites.

Objectives

The objectives of this Standard are to:

- utilize the power of the Internet to reach all citizens, regardless of income or handicap;
- promote establishment of a state Web presence that has a common look and feel for all Agency Web sites; and
- link all Agency Web sites to the state portal, Virginia.gov.

Responsibilities

In accordance with the *Code of Virginia*, the following provisions apply with respect to Commonwealth Information Technology Resource Management (ITRM):

The Virginia Information Technologies Agency (VITA)

VITA is responsible for the development and adoption of policies, standards, and guidelines for the:

- management of information technology by Agencies; and
- procurement of information technology and telecommunications goods and services of every description for Agencies.

The Chief Information Officer of the Commonwealth (CIO)

The CIO's responsibilities include directing the formulation and promulgation of policies, guidelines, standards, and specifications for the purchase, development, and maintenance of information technology.

The Information Technology Investment Board (the Board)

The Board approves policies, standards, and guidelines recommended by the Chief Information Officer for the use of information technology by Agencies in the Executive Branch of state government.

All State Agencies

Agencies are required to:

- cooperate with the Secretary of Technology, the CIO, and the Virginia Information Technologies Agency in the performance of their powers and duties; and
- comply with the Virginia Information Technologies Agency's policies, standards, and guidelines for information technology resources in the Commonwealth..

Related ITRM Policies, Standards, and Guidelines

ITRM Policy GOV105-00: Web Site Policy

ITRM Guideline GOV107-00: Web Site Guideline

ITRM Standard GOV103-00: Virginia Information Technology Accessibility Standard

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1. INTRODUCTION

The goal of this document is to create a useable and accessible template and set of requirements for all Agencies to implement and to establish specific content and update requirements. Achieving these goals will move Virginia government from the “stovepipe” designs of the last decade to a truly unified “one government” of the 21st century. The Standard ensures Web sites follow basic rules of proper design. A site that is badly designed may be complete with valuable information, but if people cannot easily (without detailed knowledge of the structure of government) access the information they will go elsewhere and valuable IT dollars will have been wasted.

The Standard makes use of a wide body of research and studies, including those guidelines established by the World Wide Web Consortium ([W3C](#)), the Web Access Initiative ([WAI](#)), as well as [Section 508](#) guidelines from the Architectural and Transportation Barriers Compliance Board ([Access Board](#)) of the U.S. Federal Government. Building on the foundation of the Virginia Information Technology Accessibility Standard (ITRM Standard GOV103-00), this Standard focuses on the design requirements directly related to Web sites.

2. APPROACH

An important objective of this Standard is to create a user¹-focused, or “user-centric,” Web presence for the Commonwealth, including a common look and feel to all Agency Web sites. This objective is addressed by creating an accessible and usable template and set of Web site requirements for all Agencies to implement that are accessible and usable. An essential objective of this Standard is to assist in making the Web site user’s experience as pleasant and trouble-free as possible. It also includes putting government services and content where citizens can easily find them, and in a format that is easy to use.

2.1 Overview

This document provides a common Web site template for all Agencies. Any industry standards referenced as requirements within this document are adopted in both their present state and as amended or replaced unless otherwise indicated in the statement of Information Technology Resource Management (ITRM) requirements provided below. This includes, but is not limited to standards from the World Wide Web Consortium (W3C), the Web Accessibility Initiative (WAI), and other standards bodies referenced, such as Section 508 of the Rehabilitation Act of 1973, as amended.

¹ In the case of government web sites, a “user” is any visitor to that site, targeted or untargeted. It is possible for a user base to have several sub-groups of users, in which case it is acceptable to target specific user groups. If specific user groups are targeted for a public-facing site, there must be a clear distinction made to visitors when they leave the public user site and enter more specific targeted sections.

2.2 Agency Responsibility

Each Agency is responsible for ensuring that all public content and Web applications related to their Agency adhere to the template requirements. This requires that any Service Level Agreements (SLA) entered into by an Agency will outline the responsibility of ensuring that all content and Web applications related to their Agency adhere to the template requirements.

3. STATEMENT OF ITRM WEB SITE REQUIREMENTS

The following ITRM requirements for state Agencies address a common Web Template for publicly accessible state Web sites and the state Internet Portal. Standardization with respect to these requirements provides a user-focused Web presence for the Commonwealth. The Web Accessibility and Template Guide (WATG) is located at <http://www.vadsa.org/watg/> and is available to assist developers in implementing this Standard.

3.1 Template Requirements

3.1.1 Common Template

All Agencies shall use the Commonwealth of Virginia Template, except as permitted in section 3.1.23 “Exemptions” and section 3.6 “Requesting Exemptions to Requirements,” below. All template sites will display and operate within the most common browsers (i.e., Explorer, Mozilla/Netscape, Firefox etc.) in a consistent manner. Code containing the “Commonwealth Banner” in section 3.1.10 and all links contained within the banner will be delivered electronically to Webmasters. Sample template code and specifications are located at the WATG site: <http://www.vadsa.org/watg/>. All approved requirements are built into the template, but each Agency is responsible for its content and ensuring that the content it adds remains compliant with this Standard and the Virginia Information Technology Accessibility Standard (GOV103-00).

3.1.2 Font Families

Fonts shall be selected only from the following choices:

- San-Serif: Arial, Helvetica, Tahoma, Verdana, and San-Serif
- Serif Group: Times New Roman, Georgia, and Serif.

3.1.3 Style Sheets

Use style sheets to control layout whenever possible. Do not use tables for layout unless the table makes sense when linearized. If the table does not make sense, provide an alternative equivalent, which may be a linearized version. WAI WCAG checkpoint [5.3](#)

3.1.4 Text Only Site

If an Agency uses a text-only site, that link must be in the Commonwealth Banner of the template and the text-only site must be updated at the same time as the standard site.

3.1.5 Frames

The use of frames² is prohibited.

3.1.6 Skip Navigation Link

A method shall be provided that permits users to skip repetitive navigation links.

The idea is to provide a method for skipping over groups of mostly repetitive navigation links to get to the main content of the page. A link can be attached to a blank gif with an empty anchor to make it invisible. Text readers or screen readers can only read text or links. <Alt> attributes can be used to transmit all kinds of invisible information to assistive-technology users to help them with navigation. When there is a large amount of text on a web page, put headings on the different topics and then use links to help readers find information faster. (See: the Support section of WATG for assistance).

3.1.7 Web Policy

At a minimum, all Web sites must link to a Web policy addressing the following:

Disclaimer – a statement that indemnifies the Commonwealth from responsibility for third party or externally linked content.

Use of cookies – a statement that explains what cookies are and how the site uses (or does not use) them.

Link policy – a policy stating the criteria that allows a link to be placed on the site.

² Although not expressly prohibited by Level A, the use of frames, pose a significant barrier to usability and accessibility.

Privacy policy – a public notice of the policy and practices that govern this specific site’s or services’ use of personally identifiable information and how that data is safeguarded.³

FOIA – a statement that explains the Agency’s Freedom of Information Act policies and contacts.

Plug-ins – a list of links visitors can use to download any plug-ins used by the site. (e.g. Macromedia Flash, Adobe Acrobat Reader, etc.) Note that pages that use plug-ins must also link to required plug-ins.

3.1.8 Custom 404/Error Message

Each Agency shall minimize “dead links” by e-mail (or written) notification to interested parties when practicable. Agencies must use a custom 404/error message⁴ that notifies the user of link changes/deletions. Whenever possible have the server redirect the user to the new page.

3.1.9 Search Engine

Each Agency will include a sitemap at the root level of the site to facilitate statewide search. The statewide search field will be located in the commonwealth banner (below). Each Agency with sites exceeding thirty pages shall provide users with search capabilities. Any site-wide search engine field or link must be located in the breadcrumb area below the agency banner on the right side of the page.

3.1.10 Commonwealth Banner

The “Commonwealth Banner” must be posted above the “Agency Banner” area of each site. Code containing the image and links will be delivered electronically to Webmasters. This banner must be completely identical to the image received if Webmasters choose to replicate it themselves and contain only these textual links in the following order:

- “Virginia.gov” logo – left align (link to www.virginia.gov).
- “Online Services” – left align.
- “Commonwealth sites” – left align.
- Enterprise “Help” – left align.

³ For additional information see (see: COV ITRM Guideline SEC2001-02.1 http://www.vita.virginia.gov/docs/psg/Internet_Privacy_Guid.pdf Internet Privacy Guidelines & *Code of Virginia*, § 2.2-3803 “Government Data Collection and Dissemination Practices Act”)

⁴ An application that checks if a certain file exists. If the file does not exist, the application will display a custom 404 error page

- “Governor” – left align.
- “Skip to Content” (skip-nav) will be hidden within the code of the “Commonwealth Banner” to allow screen reader access at the beginning of each page.
- “Search Virginia.gov” – right align.

The “Commonwealth Banner” shall be 40 pixels in height in its default mode. It should be noted that this area will be permitted to grow to accommodate changes in font sizes through user specification or scripting such as CSS and/or JavaScript that allow font sizes to change. This section shall be scalable, but always default to no more than 40 pixels in height with standard font sizes.

The “Commonwealth Banner” will contain the enterprise search feature which will allow users to access this functionality across all state sites. The statewide search box will contain the text “Search Virginia.gov” to clearly identify its function.

The enterprise “Help” link will go to a dedicated Help Center page on the state portal. That page will include Virginia.gov’s “Live Help” feature along with other avenues for citizen assistance.

The code containing the “Commonwealth Banner” and all links will be delivered electronically to Webmasters within two business days following the effective date of Revision-1 to this Standard; the source code for the same information may be provided to Webmasters who need to duplicate the banner in their own publishing program.

The modifications to the “Commonwealth Banner” must be completed by June 1, 2007.

3.1.11 Agency Banner

Each Agency must create its own “Agency Banner” for use in the template; it must be 100 pixels high and able to accommodate screen resolutions up to 1024 gracefully. (See: Glossary: “Agency Banner” and 3.1.1. “Common Template” for information on approving custom banners)

The “Agency Banner” section shall not exceed 100 pixels in height. Placement of Search Forms in this area is no longer permissible. The “Agency Banner” must contain the full Agency name and be created in one of the specified standard fonts specified.

The modifications to the “Agency Banner” expanding 50 pixel height to 100 pixels should be implemented as soon as possible after the Effect Date of this revised Standard and no later than October 1, 2007.

3.1.12 Navigation Trail

A “bread-crumbs” navigation bar must be located below and contiguous to the “Agency Banner” in the template in the designated spot. [See Glossary: “Bread Crumbs”]

The agency search box will move to the far right side of the bread crumb bar underneath the “Search Virginia.gov” search box and will be preceded by the “Contact Us” link and should contain the text “Search [name or official acronym of agency] site” to differentiate between statewide and agency search.

The “Contact Us” link will be to the right side of the bread crumb bar in front of the agency search box area.

The Navigation Trail shall not exceed 25 pixels in height in its default mode. It should be noted that this area will be permitted to grow to accommodate changes in font sizes through user specification or scripting such as CSS and/or JavaScript that allow font sizes to change. This section shall be scalable, but always default to no more than 25 pixels in height with standard font sizes.

The modifications to the “Navigation Trail” must be completed by June 1, 2007

3.1.13 Site Scalability

Web Sites using the template shall be made in a scalable format. No absolute width specifications shall be placed in the Commonwealth Banner, Agency Banner, Navigation Trail, Content or Footer sections. The site shall be able to gracefully conform to a screen resolution of 800x600 without side-scrolling and without notable distortion in the content or navigation areas.

3.1.14 Content Sections

The number of columns in the content area is at the discretion of the Agency; however, all columns must all fit into the content area at 800x600 resolution.

3.1.15 Number of Navigation Links

No more than twelve main navigation links may be on the left navigation bar and links must remain the same throughout the site. The Virginia Information Technologies Agency must approve exceptions prior to site redesign implementation. (See section 3.6 “Requesting Exemption to Requirements”)

3.1.16 Contact Instructions

The Contact Us page accessible from the home page must include, at a minimum, the Agency’s:

- Mailing address,
- FAX number,
- phone number, toll free number, TTY number, and;
- an e-mail link to the Agency.

3.1.17 Page Footer

Each page must have a footer containing, at a minimum, the following information:

- Agency name,
- “Web Policy” link,
- copyright information, and;
- text or an approved icon link stating WAI compliance.

3.1.18 Central Repository of Forms

A central repository of Agency electronic forms for public use must be made available through a link on the home page.

3.1.19 Exceptions

The aforementioned Template Requirements apply to all Commonwealth of Virginia Agency Web sites, with the following exceptions:

- Downloadable documents (e.g. Word document, PowerPoint presentation, etc.) per se are exempt, although accessible and equivalent versions of the content must be available. (See: WATG for further details.)
- Internal intranet and extranet sites.
- Agencies that are considered to be exempt from only the template requirements are:
 - The Virginia Tourism Corporation
 - The Library of Virginia

- Museums
 - Institutions of Higher Education
- Other exceptions may be allowed on an individual basis and with written approval of the Virginia Information Technologies Agency. (See section 3.6 “Requesting Exemption to Requirements”)

3.2 Portal Requirements

The Commonwealth of Virginia provides a portal for all state services at www.virginia.gov. The portal provides a central point of access for all users to locate Virginia-related information and services.

3.2.1 *User-Centric Approach*

The Commonwealth’s portal and all Agencies within the portal shall have Web sites that are intuitive, easy to use, and accessible to all users. Jargon, program names, and acronyms shall be avoided or explained when they would be confusing to visitors.

The portal is dependent in part on the content that Agency sites provide. The following requirements ensure Agencies contribute to the portal’s effectiveness.

3.2.2 *Link Modification Requirements*

Each Agency’s Webmaster is required to notify Virginia.gov⁵ of changes in links using the **Link Modification Process**. Due to the complexity of the Virginia.gov portal, it is critical that each Agency be held accountable for the content found on its individual Web sites. This Agency accountability is the only way the Commonwealth of Virginia can provide the public with the most current and accurate information related to government. To ensure that content is current and links are accurate, the following processes are required:

Link Modification Standard – Virginia Interactive (VI) Webmaster Database: Each Agency’s Webmaster is required to be a part of the VI Webmaster database. Once a member, each Webmaster will be assigned a user ID and Password that will allow access and permission to add, modify, or delete links on the Virginia.gov portal. Webmasters shall submit a request to be added to the database along with their contact information (full name, title, phone, e-mail, fax number, mailing address) on official Agency

⁵ Virginia Interactive (VI) hosts the official state portal, *Virginia.gov*, and assists Virginia government entities in providing information services via the Internet. VI manages the official Virginia portal at <http://www.virginia.gov>.

letterhead. This request can be faxed to VI Customer Service at 804-786-6227.

Link Modification Standard – Change Request Form: Each time an Agency's link on the portal needs to be added, modified, or deleted, an Agency's Webmaster shall use the form at <http://www.virginia.gov/cmsportal/addalink.htm> to make a link change request.

- If the link is in the "Virginia.gov Community Database" (http://www.virginia.gov/community/hub_page.htm) then the Webmaster is to use the submission form at <http://www.virginia.gov/community/localsubmission.htm>

Link Modification Standard – Change Request Form: When an Agency, locality, or other government entity creates a Web site they wish to include in the Virginia.gov portal, they shall follow the method(s) required in this section (3.2.2), above.

3.3 Implementation

All Agencies not considered exempt (see Section 3.1.19) or granted an exemption (see Section 3.6) shall implement the requirements of this Standard as follows:

3.3.1 New Web Site Development

Within three months of the effective date of this Standard, development of any new Web site shall comply with the requirements of this Standard from its first effective date of November 4, 2005.

3.3.2 Existing Web Site Compliance

Any Web site existing prior to the effective date of this Standard shall comply with the requirements of this Standard within one year of the original effective date of this Standard, November 4, 2005. Agency Implementation Plans must be created and submitted to VITA's Strategic Management Services Directorate.

Compliance dates for revisions to this Standard are included in the revisions and require official exemptions for any other implementation dates.

3.4 Agency Implementation Plan

Each Agency must develop a plan, within three months of the November 4, 2005 effective date of this Standard, describing how and when they intend to meet the requirements of this Standard.

The plan must include, but is not limited to, the following.

3.4.1 The Web Page Conversion Questions

(a) Plan Strategy

Describe how the Agency addresses each of the following:

- (i) the Agency's overall effort:
 - who will lead the compliance effort? (name, title, phone & e-mail);
 - who will lead the Web conversion or clean-up effort? (name, title, phone & e-mail);
 - to whom does that person report? (name, title & email);
 - who will educate the Agency on the need to comply with the new *Web Site Standard*?
- (ii) The Agency's plans for producing new, compliant pages.
 - Who has development access rights to the Web servers and Web sites or the number with such access?
 - How will you avoid adding non-compliant pages to the Web site?
- (iii) The Agency's plans for checking existing pages for compliance problems.
 - How will the Agency check for non-compliant pages?
 - Who will do the compliancy checking?
 - How will the Agency prioritize its Web work? Possible options to consider:
 - the entire site at once,
 - the most popular (highest hit) pages,
 - pages that are of most interest to your disabled audience,
 - by folder or feature,

- by a specific number of levels deep from your main home page,
- by file type (HTML, PDF, other), or
- a combination of the above.

(iv) The Agency's plans for converting non-compliant pages.

- How will the Agency prioritize your work?
- How will staff be allocated to this phase? (Will they be assigned specific areas of the Web site? Will they be given production quotas?)

(b) Plan Milestones

Provide information in a table with a column for *Milestones* and a column for *Target Dates*, as illustrated in the example below:

Milestone	Target Date

(c) Existing Web Page Count

- (i) Provide the number of Web pages/files on the Agency's Web site(s) and Web based-applications.
- (ii) Explain how and when the Agency will obtained the number.

(d) Staff Resources

Show the amount of staff resources to be assigned to the Agency's site modifications in any of the following manners.

- (i) Number of staff times the average number of hours each will work per month.
- (ii) Number of FTE's to be assigned to the modification effort.

(e) Future Staff

Indicate any substantial changes to staff resources anticipated over time, and how your plan will manage the changes.

3.4.2 Signature

The Plan must be signed and dated by the Agency head or equivalent.
Please print the individual's title.

Submit the Plan to:

Attention: Director
Information Technology Investment & Enterprise Solution Directorate
Virginia Information Technologies Agency
411 E. Franklin Street, Suite 500
Richmond, VA 23219

3.5 Resources

3.5.1 Standard Groups

Additional resources and information (validation information, accessibility requirements information, compliancy information, code examples, etc.) may be found on the WATG site.

3.6 Requesting Exemptions from Requirements

There may be unanticipated situations where all or some of the requirements of this Standard conflicts with an Agency's legislative mandate or a mission goal. In such cases the affected Agency has the option of applying for an exemption from some or all of the requirements of this Standard. To be considered for an exemption a written request must be completed as indicated below.

The government Agencies identified below, who's Web sites have a more commercial-type focus and would not benefit from the implementation of the Web site template design component, are considered exempt. Nevertheless, accessibility and usability remains in the forefront of the Web site design and all Web sites and Web-based applications shall comply with the Accessibility Standard (ITRM GOV103.00).

The following Agencies are considered to be exempt from implementing the template requirements.

- The Virginia Tourism Corporation
- The Library of Virginia
- Museums
- Institutions of Higher Education

All other Agencies are to implement both the template and the accessibility and usability requirements. If an Agency believes it, should be exempt, the Agency is allowed the option of applying for an exemption from the template implementation. To be considered for an exemption a written waiver request must be completed as indicated below.

Submit written exemption requests to:

Attention: Director

Information Technology Investment & Enterprise Solutions Directorate

Virginia Information Technologies Agency

411 E. Franklin Street, Suite 500

Richmond, VA 23219

VITA's Business Systems Services shall provide information and technical expertise to assist the Director in making decisions on waiver requests.

4. GLOSSARY

Agency Banner: For the purposes of the Commonwealth of Virginia Web template, an "Agency Banner" is the graphic used between the "Commonwealth Banner" and the main content (on the home page template) or the "Commonwealth Banner" and the lower breadcrumb bar (on the sub-page template). The image is 100 pixels high and should gracefully handle resolutions at least as wide as 1024 pixels.

Bread Crumbs: Bread crumb navigation shows the users where they are and how the information is structured. Because users see the way the hierarchy is structured they can learn it more easily. By making each label a link, the users can quickly browse up the hierarchy. Bread Crumbs take up minimal space on the page and leave most of the space for the real content.

Downloadable Documents: Downloadable documents (e.g. Adobe PDF, a Microsoft PowerPoint presentation, a Microsoft Word document or equivalent) are defined as stand-alone documents that open an embedded process. These documents will require a plug-in link be provided on the Web policy page and the page from which the document is accessed. (See also the WATG for information on making downloadable documents accessible.)

Equivalent: Content is "equivalent" to other content when both fulfill essentially the same function or purpose upon presentation to the user. In the context of this document, the equivalent must fulfill essentially the same function for the person with a disability (in as feasible a manner as possible given the nature of the disability and the state of technology) as the primary content does for the person without any disability. For example, the text "The Full Moon" might convey the same information as an image of a full moon when presented to users. Note that equivalent information focuses on fulfilling the same function. If the image is part of a link and understanding the image is crucial to choosing the link target, an equivalent must also give users an idea of the link target.

Frames: In creating a Web site, frames is the use of multiple, independently controllable sections on a Web presentation. This effect is achieved by building each section as a separate [HTML](#) file and having one "master" HTML file identify all of the sections. When a user requests a Web page that uses frames, the address requested is actually that of the "master" file that defines the frames. The result of the request is that multiple HTML files are returned, one for each visual section. Links in one frame can request another file that will appear in another (or the same) frame. A typical use of frames is to have one frame containing a selection menu and another frame that contains the space where the selected (linked to) files will appear.

Heading Elements: The six heading elements, *H1* through *H6*, denote section headings. Although the order and occurrence of headings is not constrained by the HTML [DTD](#), documents [should](#) not skip levels (for example, from *H1* to *H3*), as converting such documents to other representations is often problematic. Example of use:

```
<H1>This is a heading</H1>  
Here is some text
```

```
<H2>Second level heading</H2>  
Here is some more text.
```

Typical renderings are:

H 1 Bold, very-large font, centered. One or two blank lines above and below.

H 2 Bold, large font, flush-left. One or two blank lines above and below.

H 3 Italic, large font, slightly indented from the left margin. One or two blank lines above and below.

H 4 Bold, normal font, indented more than *H3*. One blank line above and below.

H 5 Italic, normal font, indented as *H4*. One blank line above.

H 6 Bold, indented same as normal text, more than *H5*. One blank line above.

(For further information see the XHTML Quick Reference Guide: <http://www.mit.edu/~ddcc/xhtmllref/heading.html>)

Home Page: For a Web user, the home page is the first Web page that is displayed after starting a Web browser like Netscape's Navigator or Microsoft's Internet Explorer. The browser is usually preset so that the home page is the first page of the browser manufacturer. However, you can set the home page to open to any Web site. For example, you can specify that "http://www.yahoo.com" be your home page. You can also specify that there be no home page (a blank space will be displayed) in which case you choose the first page from your bookmark list or enter a Web address.

For a Web site developer, a home page is the first page presented when a user selects a site or presence on the World Wide Web. The usual address for a Web site is the home page address, although you can enter the address (Uniform Resource Locator) of any page and have that page sent to you.

Server: In general, a server is a computer [program](#) that provides services to other computer programs in the same or other computers. The computer that a server program runs in is also frequently referred to as a server (though it may contain a number of server and [client](#) programs). In the [client/server](#) programming model, a server is a program that awaits and fulfills requests from [client](#) programs in the same or other computers. A given application in a computer may function as a *client* with requests for services from other programs and also as a *server* of requests from other programs. Specific to the Web, a [Web server](#) is the computer program (housed in a computer) that serves requested [HTML](#) pages or files. A Web *client* is the requesting program associated with the user. The Web [browser](#) in your computer is a client that requests HTML files from Web servers

Validator: A service or system that verifies that a page meets this Standard. (See: WATG)

WAI Level A: The Web Accessibility Initiative (WAI) is part of the World Wide Web Consortium (W3C), the organization that maintains Web standards and best practices. WAI is responsible for the guidelines used internationally to make the Web accessible, and their current rating system is broken down into Level A, Level AA, and the most stringent level, Level AAA. More information can be obtained from their Web site at <http://www.w3.org/TR/WCAG10/>.

WATG: Will add the entry in the Glossary: "To assist developers in using the template and meeting accessibility standards, the Web Accessibility and Training Guide (WATG) was developed. The WATG is an online resource that provides guidance on achieving Section 508 and WCAG Level A or better accessibility and uses current research in usable design and human engineering trends to assist Webmasters in ensuring that their Web site is the best it can be. (See: <http://www.vadsa.org/watg>)

WCAG: The Web Content Accessibility Guidelines 1.0 is part of a series of accessibility guidelines published by the [Web Accessibility Initiative](#). The series also includes User Agent Accessibility Guidelines ([WAI-USERAGENT1](#)) and Authoring Tool Accessibility Guidelines ([WAI-AUTOOLS1](#)).

Web Site: A related collection of World Wide Web (WWW) files that includes a beginning file called a home page.

Web Application: A software program that uses HTTP for its core communication protocol and delivers Web-based information to the user in the HTML language. Also called a Web-based application.

W3C: The World Wide Web Consortium <http://www.w3.org> is a forum for information, commerce, communication, and collective understanding. W3C develops interoperable technologies (specifications, guidelines, software, and tools) to lead the Web to its full potential. W3C is a forum for information, commerce, communication, and collective understanding.